

Position Description - Classified

Purpose of the PD:

- To record the essential functions of the position
- To record special requirements
- To record required knowledge and skills to perform the duties of the position
- To record special working conditions
- To aid in recruitment and selection
- To establish Management's expectations
- To provide a base for managing performance

Position Status:

Working Title		Position Number
Access Services Assistant		E 99578
Classification Title		Classification #
Library Technician 3		C 0302
Position Type (FT/PT / Limited Duration)	Regular / Academic Year / Seasonal / Intermittent	FLSA Status
FT	Regular	Non-Exempt
Work Location		Department / Division
Monmouth Campus		Library
Reports to		Reports to Position Number
Janeanne Rockwell-Kincanon		E 99422
Incumbent		University ID #
Vacant		--

Program Information:

<p>A. Describe the general program in which this position exists. Include program purpose, size, scope and relationship to the University's mission.</p> <p>Western Oregon University creates lasting opportunities for student success through transformative education and personalized support. Library and Academic Innovation (LAI) contributes to WOU's mission through provision of resources, environments, and expertise to stimulate learning, increase access, and enhance student success. Library programs are onsite, virtual, and remote, and they engage the university's entire range of students, faculty, and support staff. The library's Access program arranges service hours and staffing, circulates materials, attends to technology, borrows materials from and lends materials to other libraries, makes available course reserves, and contributes to welcoming and accessible library spaces.</p>
<p>B. Describe the purpose of this position and how it functions within this program.</p> <p>The purpose of this position is to conduct and coordinate, in full collaboration with another Access Services Assistant, all Access program activities. The incumbent works to share library resources with WOU students, faculty, and staff who need them, as well as with other libraries, and to administer all such sharing. The work of the Access Services Assistant is divided equally, roughly, between direct interactions with library patrons, behind-the-scenes tasks, and leadership responsibilities.</p>

Position Information and Qualifications:

A. Description of Duties/Responsibilities – List the major duties assigned to the position. Note percentage of time each listed duty is performed to total 100%. Indicate “E” = Essential, “R” = Revised	
Percent of Time	Duties
40% E/R	<p>Coordinating the circulation and resource sharing operations of the library, their procedures, organization, and standards of service</p> <ul style="list-style-type: none"> • Maintains expert proficiency in multiple systems related to library lending and resource sharing. • Maintains comprehensive knowledge of policies, practices, and agreements that govern the lending, borrowing, and tracking of requests and materials • Manages, analyzes, and synthesizes data within the systems to ensure alignment with local, consortial, and network practices and policies • Manages the closed-stacks collections, including the library of things and professor-owned materials • Documents standard operating procedures for access services • Identifies problems and opportunities and works toward program enhancements • Monitors loans and acts on workflows as needed • Manages shipping among libraries and with WOU patrons • Coordinates all fines and fees activity associated with access services, including interfacing with university’s financial system • Resolves anomalies in the systems, with appropriate consultations • Manages records related to access services
30% E/R	<p>Providing direct service</p> <ul style="list-style-type: none"> • Interacts with individual WOU patrons about their resource access needs along with relevant options and limitations • Explains other library services and information and makes referrals as needed • Facilitates and fulfills WOU patrons’ requests for materials from the local collections and from other libraries • Facilitates lending WOU materials to other libraries when needed by their patrons
30% E/R	<p>Providing leadership</p> <ul style="list-style-type: none"> • Supervises student employees, including hiring and evaluation, training and mentoring, assignment and coordination of work • Reviews services to identify for improvement or enhancements • Collaborates with coworkers to create and maintain attractive, functional facilities • Cooperates with resource sharing peers within the library consortium • Contributes to planning and organizing work to address established goals and strategic priorities.

Working Conditions:

Describe special working conditions, if any, that are a regular part of this job. Include frequency of exposure to these conditions.

- Frequent interruptions to address direct patron needs
- Constant communication with library patrons, student employees, and staff, in person or with telephone or digital modes. Occasional demanding public service contact.
- Work with computer ~7 hours per day
- Frequent light lifting, bending, and stretching
- Requires close vision and the ability to adjust focus. Requires the ability to grasp and handle books and other library materials

Guidelines:

List any established guidelines used to do this job, such as state or federal laws or regulations, policies, manuals or desk procedures.

- WOU and State of Oregon policies and procedures
- Copyright guidelines
- Ex Libris (integrated library system) documentation
- OCLC WorldShare ILL documentation and policies directory
- CLIO Software documentation
- Orbis Cascade Alliance's Resource Sharing and Fulfillment documentation
- Library's student employee manual
- Library policies
- Desk procedures

How are these guidelines used to perform the job?

- To fulfill library patrons' resource needs efficiently and appropriately
- To maximize the shared-use of WOU-owned property (or property lent from other libraries)
- To train and supervise student employees

Work Contacts:

Who contacted	How (email /)	Purpose	How often?
Library patrons (students, faculty, staff, and the general public)	In person, by email or text message, phone	To fulfill library resource needs and to provide information about access services specifically and library resources and services generally	Daily
Other campus departments	In person, by email, phone	To manage library bills sent to patrons' financial accounts; technology issues;	Monthly
Staff at other libraries and the Orbis Cascade Alliance	Email and electronic platforms, Zoom, phone, in person	To expedite resource sharing among libraries	Daily
Vendors	Email, phone	To troubleshoot software	Rarely

Job Related Decision Making:

Describe the kinds of decisions likely to be made by this position. Indicate effect of these decision where possible.

- Decides procedures and organization of access program operations.
 - *quality and efficiency of work, customer service, tracking and security of materials*
- Decides exceptions to access policies using general guidelines.
 - *Equitable access to resources among patrons, maximum use of state-owned resources, customer service*
- Hires, trains, supervises, and coordinates the work of student employees.
 - *quality and efficiency of access operations, customer service, tracking and security of materials, student employment and development*
- Responds to patron complaints and questions.
 - *customer service, resolution of technical failures*
- Plans own workday according to general work schedule.
 - *timely completion of routine and special-project access operations*

Review of work:

Who reviews the work of this position? (List classification title and position number). How often? Purpose of the review?

The Research and Access Librarian leads the functional program in which this position works. Close but informal review of work occurs multiple times each week to make decisions and keep up to date with issues. The Library's Division Chair, selected among the faculty librarians for multi-year terms, writes annual performance evaluation (per the Collective Bargaining Agreement between Oregon Public Universities and SEIU Local 503, OPEU) in consultation with the program lead. The Research and Access Librarian (E-99422) serves as the current Division Chair.

Additional Job-Related Information:

Any other comments that would add to an understanding of this position

Success in this role depends on:

- the capacity to act independently, as a member of a team, and as a leader
- the ability to organize and manage multiple streams of physical materials, data, and activities
- attentiveness and the ability to discern between multiple comparable items
- positive public service experience and attitude
- strong oral, written, and interpersonal communication skills
- aptitude for supervising university student employees
- ability to work skillfully and harmoniously with the public and with coworkers

The work assignment is suitable for occasional telecommuting.

Special Requirements / Preferred Qualifications

Required

- Bachelors degree plus two years of current (within 5 years) experience in a Library; OR,
- 4 years of current library experience;
- AND, advanced proficiency in multiple library-specific computer applications, e.g., integrated library systems (ILS), database applications, institutional repositories, content management systems, interlibrary loan platforms

Preferred

- Proficiency with ILS modules or other systems specific to access operations

Budget Authority: If this position has authority to commit agency operating money, indicate in what area, how much (annually) and type of funds:

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Acknowledgement:

Employee Printed Name	Employee Signature / Date
Supervisor Printed Name	Supervisor Signature / Date
Jeanne Rockwell-Kincanon	
Reviewer (VP / Director)	Reviewer Signature / Date
Chelle Batchelor	
Appointing Authority (Human Resources)	Appointing Authority Signature / Date

HR USE ONLY:

Received by		Date	
Position Class # (Ex. C0104)	Employee Class	Job Location	Appointment Percent
CUPA-HR# / Title	NOC Code	Category Code	SOC Code

Actions Taken

	NBAPBUD / NBAPOSN
	NBAJOBS
	PEAFAC
	Electronically Filed